edison

the edison report

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edison Power Users

Project Edison is currently initiating an effort to help agencies select Power Users to assist with the implementation of Edison. Edison Power Users are agency-based staff who will be able to provide on-site basic assistance with the most commonly used Edison applications during the immediate time period before and after Go-Live. Considered "first responders," Power Users will help employees within their agencies who have questions or need assistance using Edison. Employees will be encouraged to contact their agency Power Users before calling the Edison Help Desk. This effort will give employees hands-on, in-person help in a quick and effective manner. In

In addition to being a huge asset to their agency, Power Users will also get a first-hand look and the Edison system. Beginning in mid February, Power Users will be trained to answer basic questions about Edison navigation, Employee Self-Service, Manager Self-Service and Timekeeping. Additionally, Power Users will be encouraged to serve as training assistants, if their schedules permit. The Project Edison team is currently working with agencies to select Power Users.

Although the number of Power Users for each agency will vary, the goal is to have enough Power Users at each office location to make it easy for employees to get the immediate site-based help they need. Employees will be able to call the Help Desk if a Power User is not available or is unable to answer an employee's question.

Once the Power Users are identified and trained, the list will be posted on the Edison Intranet site. Additionally, each agency will be distributing this information to their employees. We will be selecting a new group of Power Users for Phase 2 Go-Live.

Please stay tuned for more information about Power Users as we near the Phase 1 Go-Live of Edison!

Letter from the Director

Dear Colleagues:

With only six months before we Go-Live with the Edison Human Capital Management (HCM) modules, the entire Edison team is working diligently to get the system ready. We also know that the agencies have been working very hard to prepare on their end. From developing the new business processes within their agencies to defining employee roles within the system, agencies have put forth a lot of effort to prepare for Edison. We are incredibly grateful to the Liaisons, Agency Implementation Teams (AITs) and other Subject Matter Experts (SMEs) who continue to devote their time, energy and resources to the success of this project.

Pushing back the Go-Live date has allowed us to more thoroughly test the system and make the necessary changes to ensure Edison functions correctly. We are gearing up to conduct parallel testing for Phase I. During this round of testing, we will run Edison systems and legacy systems for identical timeframes to produce payroll results for comparison. Additionally, we are working with agencies on Phase II System Testing, where we are

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All About ELM

Enterprise Learning Management, otherwise known as ELM, is an Internet-based solution that will allow agencies to manage their training information in a centralized location. Beginning on July 1, 2008, the HCM Go-Live Date, ELM will become the training system of record for the State. All agencies will use ELM to register for all State training classes, including those offered by the Department of Human Resources (DoHR) and the Office of Information Resources (OIR).

There are many benefits to ELM. First, housing training information in one place allows the information to follow the employee, even if he or she switches agencies or divisions within agencies. This is not possible with our current training records. In addition, ELM maintains records of learning resources, equipment and materials. This will allow users to see when there are conflicts with rooms, equipment or participants.

There will be little data entry required with ELM because it is integrated with the HCM and Financials modules. For instance, all ELM learner profiles will come directly from the HCM employee information, thus eliminating the need to enter that data into ELM. Also, when an employee takes a course, the billing will go directly to the Financials module. This level of integration will make ELM very simple to use.

Another key feature of ELM is the ability to create a catalog of activities. All agencies will be loading their course catalog into ELM. Additionally, agencies will be able to add classes to their catalog and manage all internal courses.

There are three ways employees will be able to sign up for classes through ELM:

1. Employee Self-Service (where automated workflow will route to the approver for authorization);
2. Managers can sign up employees through Manager Self-Service; and,
3. Learning Administrators have the ability to enroll/register learners into activities.

Historical information about employee training prior to July 1, 2008, will not be available in ELM right away. This information will be loaded into ELM after Go-Live through Supplemental Learning. However, training administrators will temporarily have the ability to access T.I.S. to generate transcripts of all pre-Edison coursework.

Agency Training Coordinators will be getting a first-hand look at ELM in February. They will be using ELM Lite, an “out of the box” version of the module, to enroll employees in Edison training. Training Coordinators received training on ELM Lite last fall. They will be participating in refresher courses in February to ensure they are prepared for Edison training enrollment.

We look forward to sharing more information with you about ELM in future communications.

Letter from the Director

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testing business processes to make sure they can meet identified system test conditions. So far, the results of testing have been positive. We appreciate the agency staff members who have been assisting us with this effort.

In this newsletter, we cover a wide range of topics, including overviews of the eProcurement and ELM modules, along with an update on the recent Business Process Implementation meetings. Additionally, we have a couple of articles on the Edison end-user training effort. Since November, we have been conducting Open House presentations, which have given core users a first-hand look at the Edison system. We also are gearing up for training, which will begin in March. We are excited to resume training so we can show you what the Edison system has to offer!

Again, I want to reiterate our gratitude for the ongoing support of the Project Edison system and team. This is a large effort and we appreciate all of the hard work to make the implementation go smoothly. We look forward to working with you during the next several months as we prepare to make the switch to Edison.

Sincerely,

Stephanie Richardson
Project Director

Edison Open House Presentations

Beginning in late November, Project Edison introduced an "Open House" concept to expose core users to the key functionality of the Edison system. The Open House presentations were an attempt to provide more exposure to Edison for core users. The Open Houses were organized into three concurrent 50-minute sessions on key functions in the Human Resources, Employee Self-Service and Manager Self-Service modules. Core-user participants rotated through the three sessions, which included short training exercises and a question-and-answer period. In addition to the Open House sessions, participants were provided the opportunity to look through material and ask questions in the Edison "Lab".

The Human Resources session focused on the new Applicant Services system, called Insight Enterprise. Additionally, participants were taken through an overview of how they will hire a new employee in the Edison system.

> *"...this is going to be a huge change and the Open Houses allow employees to see the product and realize that it is more of what you are used to..."*

The Employee Self-Service (ESS) session showed participants functions of the Time and Labor module, including viewing your time sheet, submitting an overtime request and viewing your leave balances. Participants in the ESS session also were able to see how employees will view their paycheck, W-4 tax information and Health Care Summary, to learn about requesting training, and to update their personal information.

The Manager Self-Service (MSS) session showed how supervisors will enter, approve and deny overtime requests, approve payable time, and approve employee training enrollments.

Open House participants found the process to be very beneficial. Of the approximate 200 people surveyed, more than 95 percent of the participants listed the Open House sessions to be "of some help" or "very helpful". Specifically, one participant stated they were "very impressed with the Open House. I know that this is going to be a huge change and the Open Houses allow employees to see the product and realize that it is more of what you are used to using when you go to various websites."

The Open House sessions proved to be a valuable way to get core users engaged and ready to attend classes starting in March. The Project Edison team looks forward to sharing more information about the system through end-user-training.

Edison Training Update

Edison End-User Training for the Human Capital Management (HCM) phase is set to resume in March. The project is looking forward to giving State employees the chance to receive "hands-on" training with the new system.

Agency Training Coordinators (ATCs) will be enrolling core users in appropriate training courses through ELM Lite, an "out of the box" version of Edison ELM that is being used to enroll employees in training. Last summer, more than 200 Training Coordinators were trained on Edison ELM Lite. To gear up for training enrollment, the Edison team will be meeting with ATCs to provide a refresher course in ELM Lite. Once the training calendar is released in mid-February, the ATCs will be able to enroll users in the appropriate training course.

Beginning in March, the following training courses will be offered through classroom training: Workforce Administration, Agency Payroll, Managing Training and Enrollments, Time Administration, Advanced Time Administration, Agency Technical Support and Insight Enterprise Hiring. Employee Self Service and Manager Self Service will be offered through computer-based training, which will be available later this spring.

Nearly all of the training that will be conducted in Nashville will take place in the State's new training facility in the Tennessee Tower, located on the 3rd floor. Since its completion in November, the space has held a number of Project-related activities, including Open House presentations and system testing. The facility features 10 training rooms, each with the capacity for 20 students.

As we finish our preparations for training, we continue to look for volunteers to be training assistants. Training assistants will provide additional one-on-one help in the classroom. Being a training assistant provides you the opportunity to learn more about the system. If you are interested in becoming a training assistant, please contact us at Edison@state.tn.us.

As a reminder, before employees attend training, they must first complete the online Edison Basic Navigation training course. This course is designed to teach employees how to maneuver through the online training tools. Completing this course before training will help ensure that employees will be ready to learn the material covered in the class. To take the Edison Basic Navigation Course, please visit: http://upk.edison.tennessee.gov/hcm/navigation/toc.html. Once you are on the page, there is a link on the right hand side of the page that will provide instructions on how to get started.

We look forward to working with agencies and employees to make Edison training a positive experience.

Edison Spotlight

A State employee for 30 years, Sandy Graf is no stranger to the processes within State government. For most of Sandy's career, she has worked closely with the human resources operations within several State agencies, including Health, Mental Health and Human Resources. Most recently, she served as Assistant Commissioner of Technical Services for the Deptartment of Human Resources. In this role, she administered staff operations for four different divisions and developed statewide policies ranging from position classification and employee compensation to attendance and leave.

Sandy recently joined the Project Edison team as HR Manager, where she oversees the Human Resources, Time and Labor and Enterprise Learning Management modules, along with the Applicant Services application developed with NEOGOV.

"Implementing Edison allows the State to take advantage of new technology that is more integrated," Sandy said. "Additionally, the Employee and Manager Self Service features should greatly improve state workflow and eliminate paper."

Interesting facts about Sandy:

- Although Sandy has lived in the State most of her life, she was born in Greenwich, Connecticut.
- Sandy and her husband, Hayes, have been married for 31 years and have three children - David, Michael and Rachel.
- In her spare time, Sandy enjoys reading, cooking and boating.

Edison eProcurement

As part of Project Edison, the State is implementing a web-based eProcurement module that is integrated with State's new Edison system. As a "procure to pay" process, Edison will have a streamlined approach for handling each step of procurement - from awarding bids to submiting payment. Additionally, moving from paper to a Web-based system will make the procurement process more efficient for the State and vendors alike.

The eProcurement, or ePro, module is considered to be a "launching pad" for the State's procurement process, as it will be the starting point for a great majority of the State's requisitions or requests.

Although Edison eProcurement will be beneficial for all employees, employees with the procurement process will notice advanced functionality that will have a significant impact on their work. For instance, Edison eProcurement will give employees the ability to browse the eProcurement catalog and perform keyword searches. Additionally, requests from an Inventory Warehouse will be processed via eProcurement. Employees also will have the ability to create requests for special items, fixed cost services and, variable cost services as well as to create and attach comments and/or documents to their requisitions.

Managing requisitions will be improved, with the eProcurement system's easy-to-use search and view function. If there is an error, requisitions can be corrected or cancelled in a matter of a few clicks. Additionally, the eProcurement system will allow managers to budget check their existing requisitions easily, saving time and increasing productivity. There are many benefits to Edison eProcurement, including:

- A one-stop-shop. With the implementation of the new system, there will now be a single point of contact for employees' procurement needs. They will be able to browse the online catalog, perform keyword and advanced searches and make purchases using Direct Connect as well as ordering from a State Warehouse.
- Initiate Workflow. You can log into Edison eProcurement and see the life-cycle of any requisition - from the initial requisition to the completion of the purchase. In the new system, purchasing employees will be able to see if the order is pending or approved, denied or complete.
- Personalization. Edison eProcurement allows for users to personalize their user settings. They will be able to create, use and manage their "favorites" within the system. Additionally, users will be allowed to create and use personalized templates, which will streamline the process and reduce redundant work.
- Increased efficiency. The procure-to-pay process will streamline how business is conducted, providing cost savings to the State with reduced administrative support.

Edison eProcurement system will Go-Live for wave 1 agencies on October 1, 2008, as part of the Phase II implementation of Edison. Stay-tuned for more information about this exciting functionality within the Edison system.

ASK EDISON

Q. Within the new Edison system, who has access to an employee's personal information page? Can a supervisor view their employee's emergency contact or phone information?

A. Appropriate HR staff will be able to view employee emergency contacts and telephone information for their agency. Also, supervisors will be provided access to certain employee information (such as emergency contact and home phone number) in case of emergency or non-alerted absence.

Q. Will I use my SSN or my RACF ID to log into the new system?

A. No. unique user name convention has been created for all Edison users. User names will be assigned before Go-Live. The user names will use up to the first four letters of a person's first name, the middle initial, the 2 digit month and 2 digit day of the user's birth and a unique 3 digit string of numbers. So John Q. Employee's user name could be johnq0704001. User names will be distributed to state employees shortly before Go-Live.

To submit a question to Ask Edison, e-mail us at edison@state.tn.us. Your question may appear in a future issue of The Edison Report!

Business Process Implementation Meetings

During the past few months, Project Edison has been working with Agency Liaisons on the Business Process Implementation (BPI) assignments for Phase II, which include Financials, Procurement and Logistics. Two BPI meetings were conducted with Agency Liaisons and Agency Implementation Team (AIT) members to cover Phase II topics. The Edison team had previously conducted a similar meeting for the Human Capital Management portion of the project.

Led by Edison Manager Larry Cole, Edison team members met with Liaisons and AIT members on October 11, 2007 to discuss the business process changes for the Procurement, Inventory, Asset Management, Plant and Fleet modules. Likewise, Clyde Phillips, Edison Financials Manager, and his team met with agencies on January 16 to cover changes in the Financials area.

During each meeting, Project Edison team members worked with the Liaisons and AIT members to begin an analysis within their agencies of business process changes brought about by Edison. The purpose of the day was to highlight changes created with the new system to give the agencies additional information for assessing the impact.

AIT members were led through an exercise on how to analyze the changes, using the documentation supplied by the Edison team, to determine their impact on the agency and to develop corresponding action plans. In the meeting, the agency teams were given some time to practice an analysis exercise on one of their business processes. It was expected that the agency would likely need much more time and additional agency staff to complete the plan for just one changed process. There aremany processes to consider.

Each agency left the meeting with a binder of business process documentation and guidelines and templates to complete the agency planning process. The Edison Agency Change Experts (ACEs), working with Agency Liaisons, are following up to ensure the agency is receiving the support it needs.

The BPI meetings have been key for helping agencies determine the impact of Edison on how they do business.. Once the Business Process Implementation action plans are completed, agencies will have a roadmap they need for transitioning their business processes and employees to Edison.

as of January 31st...

there are 151 days

until HCM Go-Live!